



Computech Alarms & Security

Local, one stop, security solutions



12 Paora Street

PO BOX 289

KAWERAU

Ph: 07 323 6996

Fax: 07 323 6994

admin@calarms.co.nz

November 2016 Newsletter

If you'd like to receive our newsletters you can sign up by logging onto our website. www.calarms.co.nz and click on

> SIGN UP FOR OUR NEWSLETTER

FIBRE

Are you changing to fibre? Most existing alarm systems will not report to your monitoring company through the fibre network. There are options available for you to continue having your alarm system monitored. Give Wes a call 07 323 6996 Ext 4 and he will discuss these options with you.

It's nearly Christmas



We're only one month away from Christmas. So, if you are planning on going away for Christmas and would like your security system serviced or upgraded, give us a call now and get it booked in early. Beat the Christmas rush and get your security sorted now.

Check out our website to find out what's new for camera surveillance

Visit:

www.calarms.co.nz

Panic Buttons

Do you have a panic button onsite? Do your staff know where it is or more importantly how to activate it? Panic buttons are fitted at your request for your safety and peace of mind. It is important that all staff including employers know how to activate their panic button in the case of an emergency. Computech Alarms do a FREE monthly panic button test for clients that request it. If you are not one of these clients and would like to be added to the monthly panic button testing, feel free to give us a call or flick us an email.



Alarms

Installations

Cameras

Monitoring

Servicing

Patrols

Response

Static Guards

**Finance Available for all purchases over \$250.00 with 6 months INTEREST FREE through GEM Finance.
Business finance available through Flexi Rent**

Extra Security Precaution



Due to a few incidents that have happened recently we are asking our clients to take some extra security precautions. We had a couple of situations where people have tried to pretend that they had valid access to a site when in actual fact they were not authorised to be there. This has identified what I consider to be a serious security issue.

The problem is that some of our clients do not use code words and therefore the monitoring station do not know if a person is authorised to be on site or not. So theoretically it leaves open the situation that someone could break-in and trigger the alarm then ring the monitoring station (or answer the phone when they ring) and tell them that "it's all ok, just a mistake". If they are not required to give a password then the monitoring operator will not know if it is genuine or not and will probably take no further action. We are therefore asking our clients

to add a password to their account in particular for any monitoring issues.

There are a number of ways this can be implemented, you can have just one password for the complete site or each user can have their own password. (I recommend the second option.)

Alternatively we can advise the monitoring operator that they must contact a keyholder for all activations. However considering how often alarms are accidentally triggered by users, cleaners, etc. I think this could get to be a big problem for some clients. I don't think it would be practical for some business sites or schools etc. This is possibly also an ideal opportunity to update your user and contact list for your system if it has not been done recently.

Please contact us if you have any queries.

Smoke Detectors



Have you checked your batteries in your smoke detectors (if you have battery operated smoke detectors). Did you know you can have smoke detectors that are hardwired into your alarm system so you'll never need to check the batteries again? If you'd like to find out more about hardwired smoke detectors give us a call in the office or flick us an email.

We have implemented a new phone system. When contacting us you will now be prompted to select from the following options.

- Press 1 for Monitoring Services (Country Wide Monitoring)
- Press 2 for Louise (Accounts Receivable)
- Press 3 for Michelle (Accounts Payable)
- Press 4 for Wes (Patrols, Technical & Manpower Services)



ANNUAL SERVICING FOR SCHOOLS

It is that time of year again, where we need to start arranging the servicing of the school alarm systems. We are planning on trying to do as many as possible during the Christmas Holidays. The services will be arranged on a first come, first served basis.

Also, if you want to, it is advantageous to give us a "repair & renewal total" that we can use in case we find minor issues at the time. If we can repair/replace them at the same time as doing the service, it works out less expensive than returning at a later date. E.g., You set a budget of \$300 – if we find that there are sensors or lenses that need to be replaced, we can do the job there and then without having to come back at a later date. Rest assured, we will not abuse this facility – we will only make repairs if they are necessary.